



# Smart Scheduling and Intuitive Time Management

The Latest in SaaS for Enterprise

An Online Booking Briefing Paper

## Introduction

Online booking has been on the rise steadily, and it's obvious why. Convenient, fast, and easy, it has become an expectation of any business providing a complete service. But online booking is no longer just for reserving hotel rooms and restaurant tables - for some time Appointeddd has been working on using advanced online booking technology in innovative ways to transform how businesses of every size and shape manage their time.

Multinational businesses, or companies managing a distributed team, are now using online booking systems for their scheduling and time management needs. With functionality that streamlines operations, facilitates office integration, and drives business across multiple timezones effortlessly, it's no surprise at all that online booking and scheduling has become a valuable SaaS product for enterprises.

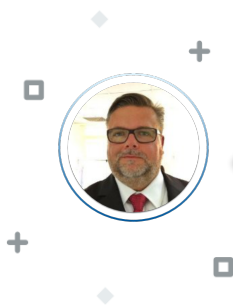
This guide will explain the benefits to be gained from using online booking in the running of enterprise businesses, and go into detail about the specific functionality offered by Appointeddd. You will also find information about next steps, and how we can get started on your tailored solution.



## Who can benefit from online booking?

Many businesses are quick to assume that online booking is irrelevant to their needs, but in fact we are seeing more and more that the potential applications of this technology goes far beyond what we're used to. After all, almost every business in some sense sells the same things: time. It is time that is the key resource at the heart of the business world, and not making efficient use of it is what can create drag and leave you falling behind the competition.

Online booking technology deals in time at its heart. At Appointedd we have found that our software has powerful implications not just for traditional service businesses or businesses that primarily handle reservations, but for businesses with complex inner workings such as real estate agencies, flexible workspaces, and call centers.



"I can honestly say that using Appointedd has transformed the way the entire SEIKOURI team as well as our partners around the globe run their calendars."

**Markus Brinsa**  
*CEO- SEIKOURI Inc.*

## What makes online booking such an important tool for enterprise?

### ***Transformative time saving***

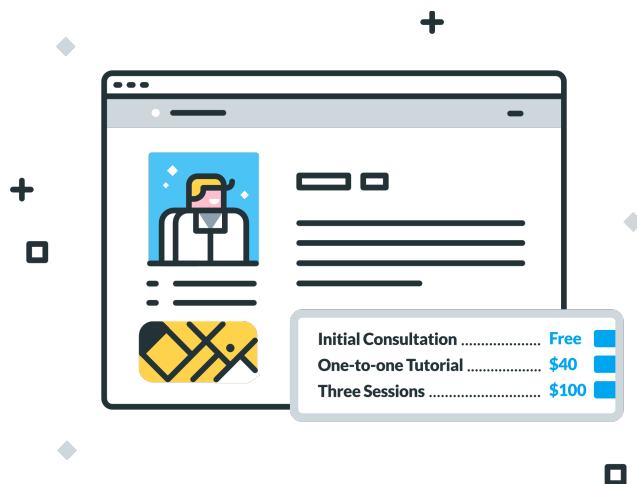
When you consider how much time and effort goes into the hundreds of emails sent back and forth within your business every day, plus phone calls, including all the voicemail tag, it's clear that simply coordinating a busy team is a marathon you're constantly running. That's where online booking comes in.

## Internal coordination

- Get a transparent overview when your colleague is available, which time is convenient for you, and book it in just like that.
- Both parties receive immediate confirmations, and that space is then blocked off to make double-booking impossible.
- Plus, because online booking is 24/7 and can be done from anywhere, on any device, it's incredibly quick and easy. It even cuts out hours of “How about 2pm?” “No, that’s not going to work. I could do 4.30...?”

## Client-facing tools

- Allow clients and potential clients to book their own time slot for everything from consultations to workspaces.
- Effortlessly organize events, such as tours or conferences, by allowing participants to book themselves into available spaces.
- Customizable booking apps can be embedded into webpages or within company software to deliver branded tools that are as professional and tailored as custom development work from scratch.



## ***Timezones? Easy***

Appointedd has unique multi-timezone booking functionality that was developed in response to the needs of the busy, growing enterprise. As such, the feature is quite literally designed for multinational businesses.

- Anyone making a booking through Appointedd sees the availability in their timezone, and the booking is logged in the resource's calendar in the appropriate timezone for them. Absolutely no timezone math on either end.
- Each resource, whether a person, team or meeting room, on the system can operate in their own timezone, and all of their schedules appear together within the Appointedd calendar, viewable collectively in any timezone required.
- Employees who travel frequently can work in a different timezone every day of the week if necessary, and can easily change their timezone at the drop of a hat - or a click of a button.
- Whichever timezone resources are operating in this week, working hours stay the same. If you work 8AM to 6PM in San Francisco, you still work 8AM to 6PM in London, no alterations necessary.

## ***Holistic business management***

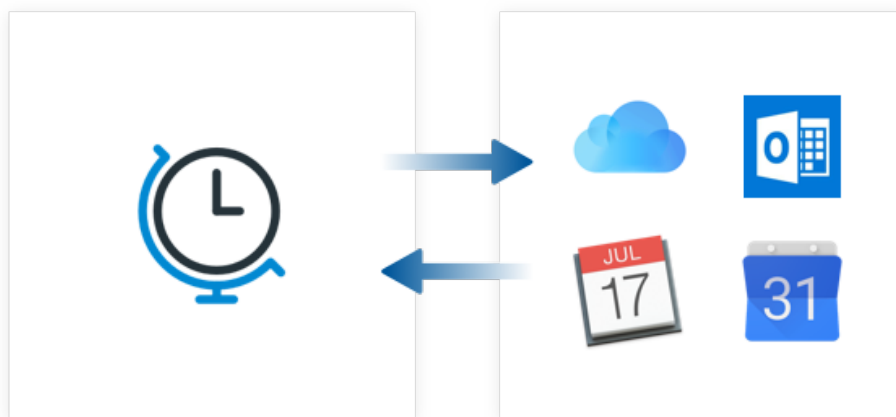
The Appointedd calendar allows you to manage all your human resources within a single system, including appointments, tasks, team schedules, and staff profiles.

Not only that but you can also add or connect with popular accounting and CRM tools such as FreeAgent, Epos Now, SugarCRM, Salesforce, and more. Appointedd has all the integrations you need to make business management smooth and centralized.

## ***Two-way calendar sync***

Appointeddd has a full integration with all major external calendar systems - Google, iCloud, Office 365, Outlook, Exchange, and the rest, which makes managing your resources' time so much easier. Each resource can have their own external calendar authenticated on the system, and all engagements entered in the external calendar are transferred to Appointeddd - and vice versa - to prevent double-booking and missed appointments.

This calendar sync is ideal for striking a balance between managing the calendars for an entire team and giving the individual staff members the autonomy to view, add, reschedule, and cancel their own appointments. Appointeddd provides the central hub from which managers can monitor productivity while each resource operates independently.



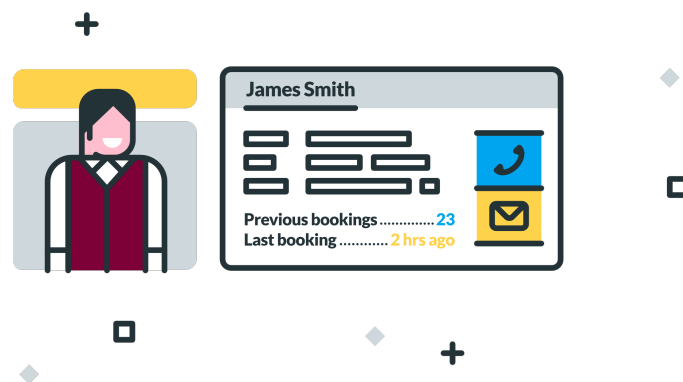
## ***Task management***

Appointeddd has an in-built task manager that allows you to assign tasks to resources, set due dates, and view them monthly for an overview of what has been completed and what is still outstanding.

## Automatic communications and CRM

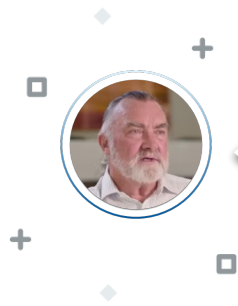
The CRM suite within Appointeddd makes it quick and easy to contact colleagues and clients, either directly from any bookings they've made or with automatically triggered notifications. When a booking is made, all details gathered are stored securely within the system, plus you can organize contacts into lists with custom tags. Individual contact records allow you to view all past bookings, and any notes recorded.

Automatic confirmations of bookings are sent to both parties whenever an appointment is made either via a booking app or input manually into the Appointeddd calendar. Reminders are sent at an editable time period before the appointment, and notifications of cancelled appointments are also triggered automatically. All of this makes it faster than ever to make plans and confirm that everyone knows about them, and massively reduces the margin of error for missed appointments.



## Mobile system for a mobile team

When you and your team are in transit between appointments more often than not, having a way to keep on top of your schedule on the move isn't just important, it's essential. Appointeddd's iOS app lets you manage your calendar from anywhere, plus all other data stored in Appointeddd, such as contact details.



“Appointedd understand our industry and have developed a solution that is closely aligned with the requirements of flexible workspace operators. Key features like real-time appointment setting, online bookings and CRM is no longer a nice-to-have... Appointedd's service provision is second to none and I am proud to call them a partner of the Alliance Business Centers Network.”

**Frank Cottle**  
*Chairman - ABCN*

## A Tailored Solution

For enterprise clients, we put together the ideal subscription package catered to your business' specific requirements. The Appointedd team will work closely with you to make sure you have access to everything you need, including custom development, and dedicated support.

To start exploring how Appointedd can make a huge difference to your business, enter your details here and the team will be in touch to discuss your requirements.

**GET STARTED**